

HUBUNGAN DI ANTARA KEKHUATIRAN
BERKOMUNIKASI DAN KESEPADUAN KUMPULAN
DENGAN PERSEPSI TERHADAP KEJAYAAN
PENGURUSAN PROJEK DI KALANGAN WARGA KERJA
JABATAN KERJA RAYA SELANGOR

Ir. ZULKALDAH BINTI YAAKUB

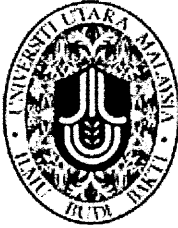
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Kertas Projek ini diserahkan kepada Sekolah Siswazah sebagai
memenuhi sebahagian daripada keperluan
Ijazah Sarjana Sains (Pengurusan)
Universiti Utara Malaysia.

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HUBUNGAN DI ANTARA KEKHUATIRAN BERKOMUNIKASI DAN KESEPADUAN
KUMPULAN DENGAN PERSEPSI TERHADAP KEJAYAAN PENGURUSAN
PROJEK DI KALANGAN WARGA KERJA JABATAN KERJA RAYA SELANGOR

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24.3.2014

KEBENARAN MERUJUK KERTAS PROJEK

Kertas Projek ini dikemukakan sebagai memenuhi sebahagian daripada keperluan pengijazahan program sarjana Universiti Utara Malaysia (UUM). Saya bersetuju membenarkan pihak perpustakaan UUM mempamerkannya sebagai bahan rujukan. Saya juga bersetuju bahawa sebarang bentuk salinan samada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia kertas projek atau Dekan Sekolah Siswazah. Sebarang bentuk salinan dan cetakan bagi tujuan-tujuan komersial dan membuat keuntungan adalah dilarang sama sekali tanpa kebenaran bertulis dan UUM perlulah dinyatakan jika sebarang bentuk rujukan dibuat ke atas kertas projek ini.

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ABSTRAK

Kebolehan berkomunikasi dan kesepaduan kumpulan adalah penting bagi setiap kumpulan kerja di dalam organisasi untuk mencapai misi dan objektifnya. Walaubagaimanapun, kekhuatiran berkomunikasi sering menjadi penghalang untuk sesetengah individu. Demi mencapai hasrat organisasi melalui pengurusan projek, kekhuatiran berkomunikasi mesti di tahap rendah dan kesepaduan kumpulan mestilah mantap dan berkesan. Kajian ini bertujuan menjawab persoalan tahap kekhuatiran berkomunikasi di kalangan warga kerja JKR Selangor; samada terdapat hubungan yang signifikan antara dimensi-dimensi kekhuatiran berkomunikasi dengan persepsi terhadap kejayaan pengurusan projek; samada terdapat hubungan signifikan antara kesepaduan kumpulan dengan persepsi terhadap kejayaan pengurusan projek; samada terdapat perbezaan faktor demografi antara kekhuatiran berkomunikasi dengan persepsi terhadap kejayaan pengurusan projek. Seramai 140 responden dipilih daripada jurutera, pembantu jurutera dan juruteknik yang menguruskan projek mengikut kaedah pensampelan bertujuan. Terdapat hubungan yang signifikan, positif tetapi lemah bagi kekhuatiran berkomunikasi dalam mesyuarat dan kesepaduan kumpulan dengan persepsi terhadap kejayaan pengurusan projek. Tidak terdapat perbezaan yang signifikan antara faktor demografi dengan kekhuatiran berkomunikasi. Terdapat perbezaan yang signifikan antara faktor jantina dengan kesepaduan kumpulan dan persepsi terhadap kejayaan pengurusan projek. Rumusan dapat dibuat bahawa kajian ini berjaya menjawab semua persoalan berhubung dengan kekhuatiran berkomunikasi dan kesepaduan kumpulan yang dikaji melalui kaedah pengujian hipotesis secara kuantitatif.

ABSTRACT

Communication skills and cohesiveness are important for task group in any organization in achieving its goals and mission. However, communication apprehension often become obstacles to some individuals. In order to achieve the organization's objectives, the level of communication apprehension must be low and group cohesiveness must be effective and established. This research intended to answer the question what is the level of communication apprehension of the staff of Public Works Department of Selangor; whether significant relationship exist between all the dimension of communication apprehension with the perception on project management success; whether significant relationship exist between group cohesiveness with the perception on project management success; and whether there exist any differences among the demographic factors between the communication apprehension, group cohesiveness and perception on project management success. A total of 140 respondents selected using purposive sampling method from the engineers, assistant engineers and technical assistant supervising the projects. There exists a significant, positive but weak relationship between communication apprehension and group cohesiveness with the perception on project management success. There are no significant differences between demographic factors and communication apprehension. There exist significant differences between genders and both group cohesiveness and perception on project management success. In conclusion, the research has answered all pertaining questions regarding communication apprehension traits and group cohesiveness through quantitative research and hypothesis testing.

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KANDUNGAN

Muka Surat

KEBENARAN MERUJUK TESIS	i
ABSTRAK	ii
ABSTRACT	iii
PENGHARGAAN	iv
KANDUNGAN	v
SENARAI JADUAL	vii
SENARAI RAJAH	xi
SENARAI CARTA	xii

BAB 1 PENDAHULUAN

1.0 Pengenalan	1
1.1 Permasalahan Kajian	3
1.2 Persoalan Kajian	8
1.3 Objektif Kajian	8
1.4 Signifikan Kajian	10
1.5 Limitasi Kajian	11
1.6 Definisi Konsep dan Operasional	12
1.7 Kesimpulan Bab	19

BAB 2 ULASAN KARYA

2.0 Pengenalan	20
2.1 Kekhuatiran Berkomunikasi	20
2.2 Kesepaduan Kumpulan	25
2.3 Kejayaan Pengurusan Projek	27

2.4	Teori	32
2.5	Model Komunikasi Retorik	41
2.6	Model Kesepaduan Kumpulan	42
2.7	Cadangan Model Kajian	44
2.8	Hipotesis Kajian	46
2.9	Kesimpulan Bab	49

BAB 3 METOD KAJIAN

3.0	Pengenalan	51
3.1	Rekabentuk Kajian	51
3.2	Populasi dan Sampel Kajian	52
3.3	Teknik Pensampelan	53
3.4	Tatacara Pentadbiran Soal Selidik	54
3.5	Instrumen Kajian	55
3.6	Dapatan Prakajian	59
3.7	Analisis Kebolehpercayaan dan Kesahihan Instrumen	61
3.8	Teknik Analisis Data	68
3.9	Pengkelasan Semula Sistem Pengkodan	69
3.10	Kesimpulan Bab	70

BAB 4 PEROLEHAN KAJIAN

4.0	Pengenalan	71
4.1	Kadar Pulangan Soalselidik	71
4.2	Analisis Diskriptif	72
4.3	Hubungan Antara Kekhuatiran Berkomunikasi dengan Persepsi Terhadap Kejayaan Pengurusan Projek	79
4.4	Hubungan Antara Kesepaduan Kumpulan dengan Persepsi Terhadap Kejayaan Pengurusan Projek dan Kekhuatiran Berkomunikasi	83

4.5	Perbezaan Faktor Demografi dengan Kekhuatiran Berkomunikasi, Kesepaduan Kumpulan dan Persepsi Terhadap Kejayaan Pengurusan Projek	85
4.6	Dimensi-dimensi Dalam Kekhuatiran Berkomunikasi Dan Kesepaduan Kumpulan Yang Menjadi Peramal Bagi Persepsi Terhadap Kejayaan Pengurusan Projek	96
4.7	Kesimpulan Bab	98
 BAB 5 PERBINCANGAN DAN KESIMPULAN		
5.0	Pengenalan	99
5.1	Perbincangan Kajian	99
5.2	Rumusan Kajian	110
5.3	Implikasi Kajian	111
5.4	Cadangan Kajian Akan Datang	113
5.5	Kesimpulan Bab	115
 RUJUKAN		116
 LAMPIRAN		
	Soal Selidik Kajian	127

SENARAI JADUAL

BIL.	Tajuk	Muka Surat
1.1	Prestasi Projek-Projek Bangunan Tahun 2000 Dan 2001	6
3.1	Populasi dan Sampel Mengukit Pensampelan Bernisbah	53
3.2	Dimensi Kekhuatiran Berkomunikasi dan Kumpulan Soalan	57
3.3	Maklumat Demografi Responden	60
3.4	Maklumat Deskriptif Instrumen	61
3.5	Nilai Alfa Bagi Setiap Dimensi Kekhuatiran Berkomunikasi	63
3.6	Nilai Alfa Ujian Kesahihan Setiap Dimensi Kekhuatiran Berkomunikasi	66
3.7	Nilai Alfa Ujian Kebolehpercayaan dan Kesahihan Kesepaduan Kumpulan	67
3.8	Nilai Alfa Ujian Kebolehpercayaan dan Kesahihan Pengurusan Projek	67
3.9	Sistem Pengkodan Baru	70
4.1	Maklumat Demografi Responden	73
4.2	Korelasi antara Dimensi Kekhuatiran Berkomunikasi Dalam Kumpulan dengan Persepsi Terhadap Kejayaan Pengurusan Projek	80
4.3	Korelasi antara Dimensi Kekhuatiran Berkomunikasi Dalam Mesyuarat dengan Persepsi Terhadap Kejayaan Pengurusan Projek	81
4.4	Korelasi antara Dimensi Kekhuatiran Berkomunikasi Secara Interpersonal dengan Persepsi Terhadap Kejayaan Pengurusan Projek	82

4.5	Korelasi antara Dimensi Kekhuatiran Berkomunikasi Dalam Penucapan Awam dengan Persepsi Terhadap Kejayaan Pengurusan Projek	82
4.6	Korelasi antara Kesepaduan Kumpulan dengan Persepsi Terhadap Kejayaan Pengurusan Projek	83
4.7	Korelasi antara Kesepaduan Kumpulan dengan Kekhuatiran Berkomunikasi	84
4.8	Ujian-t Perbezaan antara Faktor Kumpulan Jawatan Dengan Kekhuatiran Berkomunikasi	85
4.9	Ujian ANOVA Satu Hala Untuk Faktor Gred Jawatan Dengan Kekhuatiran Berkomunikasi	86
4.10	Ujian ANOVA Satu Hala Untuk Faktor Tempoh Berkhidmat Dengan Kekhuatiran Berkomunikasi	87
4.11	Ujian ANOVA Satu Hala Untuk Faktor Umur Dengan Kekhuatiran Berkomunikasi	87
4.12	Ujian-t Perbezaan antara Faktor Jantina Dengan Kekhuatiran Berkomunikasi	88
4.13	Ujian-t Perbezaan antara Faktor Kumpulan Jawatan Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	89
4.14	Ujian ANOVA Satu Hala Untuk Faktor Gred Jawatan Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	90
4.15	Ujian ANOVA Satu Hala Untuk Faktor Tempoh Berkhidmat Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	90
4.16	Ujian ANOVA Satu Hala Untuk Faktor Umur Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	91
4.17	Ujian-t Perbezaan antara Faktor Jantina Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	92
4.18	Ujian-t Perbezaan antara Faktor Kumpulan Jawatan Dengan Kesepaduan Kumpulan	93
4.19	Ujian ANOVA Satu Hala Untuk Faktor Gred Jawatan Dengan Kesepaduan Kumpulan	93

4.20	Ujian ANOVA Satu Hala Untuk Faktor Tempoh Berkhidmat Dengan Kesepaduan Kumpulan	94
4.21	Ujian ANOVA Satu Hala Untuk Faktor Umur Dengan Kesepaduan Kumpulan	95
4.22	Ujian-t Perbezaan antara Faktor Jantina Dengan Kesepaduan Kumpulan	96
4.23	Peramal Dimensi Kekhuatiran Berkomunikasi Dengan Pengurusan Projek: Analisis Regresi	97
4.24	Peramal Pembolehubah Dengan Pengurusan Projek: Analisis Regresi	97

SENARAI RAJAH

BIL.	Tajuk	Muka Surat
2.1	Faktor-faktor Mempengaruhi Pengurusan Projek: Sumber: Ahmad (2000)	31
2.2	Model Komunikasi Retorik Sumber: McCroskey (2001)	42
2.3	Konsep Model Kesepaduan Kumpulan Sumber: Carron (1982)	43
2.4	Rangka Kerja Teoritikal Perkaitan Kekhuatiran Berkomunikasi Dan Kesepaduan Kumpulan Dengan Persepsi Terhadap Kejayaan Pengurusan Projek	45

SENARAI CARTA

BIL.	Tajuk	Muka Surat
4.1	Taburan Tahap Kekhuatiran Berkomunikasi Mengikut Kumpulan Jawatan	75
4.2	Taburan Tahap Kekhuatiran Berkomunikasi Mengikut Gred Jawatan	76
4.3	Taburan Tahap Kekhuatiran Berkomunikasi Mengikut Tempoh Berkhidmat	77
4.4	Taburan Tahap Kekhuatiran Berkomunikasi Mengikut Umur	78
4.5	Taburan Tahap Kekhuatiran Berkomunikasi Mengikut Jantina	79

BAB 1

LATAR BELAKANG KAJIAN

1.0 Pengenalan

Organisasi adalah satu unit kumpulan manusia yang sedia terbentuk dan membentuk suatu kehidupan bersama-sama bagi mencapai hajat yang bersama-sama (Etzioni dalam Mansur, 1998). Organisasi mempunyai sistem yang dinamik di mana penciptaan dan pertukaran mesej sering berlaku di antara kumpulan-kumpulan kerja di dalamnya. Maimunah (2000) mendefinisikan komunikasi sebagai proses penyampaian dan pemindahan mesej daripada seseorang kepada yang lain dan juga proses mewujudkan kefahaman orang lain mengenai mesej yang disampaikan dan kedua-duanya mempunyai kefahaman yang dikongsi bersama.

Komunikasi merujuk kepada proses yang dijalankan bagi memindahkan maklumat dan mempengaruhi daripada satu entiti kepada entiti yang lain (Jablin, 1979). Komunikasi adalah penting bagi sesebuah organisasi bagi mencapai objektifnya. Malah lebih daripada itu, komunikasi merupakan nadi bagi sesebuah organisasi (Andrews & Herchel 1996).

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